

## REPORT OF THE VISITING NURSE ASSOCIATION

VNA-Hospice of Southern Carroll County and Vicinity is in its 8<sup>th</sup> decade of providing home health care to residents in the Lakes Region. We have 60+ employees and almost twice as many volunteers who work as a team to provide quality home health and hospice care to residents of Alton, and ten other towns in the Lakes Region. We are a not-for-profit Agency, governed by local residents and licensed by the State of New Hampshire. Our Home Health and our Hospice Care Programs are Medicare/Medicaid Certified. Our Maternal Child Health Program is Medicaid Certified –all three Programs are licensed by the State and we contract with almost all insurance companies.

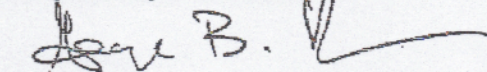
We were privileged to provide the residents of Alton with services from all three of our programs during the last year. The Agency's staff made 20,000 visits during FY 2008. Of those visits 3,000 were made to Alton residents. This included 2,685 home care visits, 486 hospice care home visits and 335 maternal child health home visits.

We had another difficult financial year in 2007; however, we are pleased to report that 2008 was back (slightly) in black. Our quality of care and scope of services have not diminished. In our recent monthly 2008 patient satisfaction survey, conducted by a national company, 97.3% of 188 patients, who returned the survey, were satisfied with our caregivers' services. On a scale of 1 to 5, our scores averaged over 4.75 to the questions: "Would you recommend our agency to others", and "please rate the over all quality of care you received from our agency".

We actively collaborate with other health care agencies in the region, trying to find ways to meet your health care needs. This continues to be a fiscal challenge as Federal, State and private insurance providers try to limit the amount of money spent on health care. The home health care industry continues to grow as it is a cost effective way of providing quality health care, and the home is often the best place for homebound patients to receive care.

Thank you for your continued support and for allowing us to provide Alton residents with needed home health care services.

Respectfully Submitted,



George B. Laban  
Executive Director

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